



**2021-2022 Transportation Network Company (TNC)
Driver Resolution Center (DRC)
RFP APPLICATION QUESTIONS
Maximum: 12 pages**

Part 1. We are looking to understand your organization’s (or collaborative partnership’s) experience and skills consulting for and directly representing low-wage workers in grievance or legal proceedings.

1. Describe methods your organization (or collaborative partnership) uses to consult for and directly represent low-wage workers in grievance or legal proceedings. This could include formal labor grievance proceedings, informal representation, or advocacy on behalf of workers/employees regarding their workplace rights.
 - a. What are the successes that you have achieved using those methods?

Part 2. We are looking to understand your organization’s (or collaborative partnership’s) experience and skills providing outreach, education, and support to low-wage workers about:

- their labor standards rights; and
 - successfully doing their jobs.
1. Describe methods your organization (or collaborative partnership) uses to engage and educate low-wage workers on important technical information. This could include outreach and education on labor standards, industry regulations, worker benefits, other workplace rights, etc.
 - a. What are the successes that you have achieved using those methods?
 2. Describe methods your organization (or collaborative partnership) uses to engage and educate low-wage workers about best practices for doing their jobs. This could include safe workplace practices training, customer service training, licensing and certification training, etc.
 - a. What are the successes that you have achieved using those methods?

Part 3. We are looking to understand your organization’s (or collaborative partnership’s) understanding of and commitment to eliminating institutional racism.

1. Describe your organization’s (or collaborative partnership’s) understanding of and commitment to eliminating institutional racism to increase low-wage workers’ access to and/or retention of employment.
2. How does your project staff and organization’s board (or collaborative partnership’s board) reflect and stay accountable to individuals served?

Part 4. We are looking to understand your organization's (or collaborative partnership's) perspective on TNC driver populations, the problems that they face, and the strategies that you think will bring solutions.

1. What do you see as challenges to TNC drivers in the communities you serve? What approaches do you see as necessary to deliver comprehensive DRC services (i.e. consultation; direct representation; outreach, education, and support; and culturally/language-specific services) to address those challenges?
2. What goals or changes do you hope to achieve in TNC driver communities after 18 months of engaging, educating, and advocating for TNC drivers through the DRC? How does your workplan support this vision?
3. How will your organization (or collaborative partnership) be set up to engage, educate, and advocate for TNC drivers in their primary languages/cultures and in ways that meet their accessibility needs (e.g., mobile/flexible services, disability accommodations, technology accessibility)?

Part 5. We are looking to understand the mechanisms and structures that you will put in place and use to carry out the work mandated by SMC 14.32, including but not limited to consulting with, advising, and representing TNC drivers who seek to challenge unwarranted deactivation.

1. How will your organization (or collaborative partnership) be set up to support TNC drivers and conduct intakes? OLS defines DRC intakes in the following categories, please respond to each category.
 - a. *Information Only Intake*: Listening to driver's complaint and offering guidance on ways to address this complaint, but driver chooses to not take action.
 - b. *Deactivation Consultation Intake*: Supporting a driver to file a challenge to their deactivation and working with them through the process in a supportive role, including provision of scheduling and filing support services, but not directly representing the driver in deactivation arbitration proceedings.
 - c. *Support Intake*: Supporting a driver to resolve a complaint regarding other labor standards rights and/or successfully doing their TNC job with help from DRC.
 - d. *Referral Intake*: Supporting a driver to resolve a complaint regarding other labor standards rights and/or successfully doing their TNC job with help from another organization or agency that is a better fit for their needs.
2. How will your organization (or collaborative partnership) be set up to effectively provide direct representation to TNC drivers in deactivation arbitration proceedings in a manner consistent with the requirements of SMC 14.32 and corresponding administrative rules? Specifically, please explain your strategies for the following activities:
 - a. Preparing to provide direct representation for TNC drivers in deactivation arbitration proceedings;
 - b. Directly representing TNC drivers in deactivation arbitration proceedings (including before the Deactivation Appeals Panel or a private arbitration proceeding);

Attachment B

- c. Following up with TNC drivers after deactivation arbitration proceedings to enforce terms of decision; and
- d. Directly representing TNC drivers to enforce judgements.

Part 6. Staffing and Financial Controls

1. Please explain your organization's (or collaborative partnership's) staffing plan to successfully execute DRC activities and achieve goals/outcomes.
2. Please explain your organization's (or collaborative partnership's) financial controls for responsibly administering City funds, including funds that will be used to pay for arbitrations.

Part 7: Additional questions. Please answer as applicable.

1. Collaborative Partnership (*Optional*)
 - a. If you are applying as a collaborative partnership, please explain why you want to work together as a group?
 - b. What structures exist or will you set up to be accountable to each other in this work? (e.g., all organizations will meet monthly to discuss challenges and successes)
 - c. How will your organization coordinate with others in the collaborative partnership so that there are not duplicative efforts?
2. Other Proposed Services (*Optional*)

The TNC Driver Deactivation Rights Ordinance (SMC 14.32.060(B)) allows the OLS Director to approve in advance the provision of services that are not specifically mentioned in the ordinance but are consistent with the spirit of the law. Other than the services identified above, are there additional services that you propose to provide? If yes, please explain.
3. Additional Question (*Optional*)

Is there anything else you would like to share with us that these questions did not cover and will help us understand your organization or collaborative partnership better?